# JOB AID
Prior Approval for Pharmacy Reauthorizations

This document guides authorized users in identifying and generating a Prior Approval (PA) for Pharmacy. The modified review process results in the user's ability to change system-assigned initial/reauth PA status. If the PA is a reauth it allows the user to update the system-assigned reauth PA number used in the letter generation process when the PA includes a requested drug that is different than the drug identified by the FDB drug code/drug code type combination on the PA record. The adverse decision letter generation process will be modified so the reviewer-entered drug name/information, instead of the FDB drug code details, is populated in the letter.

For Pharmacy PAs, an incorrect reauthorization status will be assigned when the actual requested drug does not match the FDB drug code assigned to the PA record. If the PA is a true reauthorization request, but the system-identified original PA record is not accurate, reviewers will have the option to select the original PA that approved the same requested service in the current PA record.

The Fiscal Agent process for adjudicating PAs will change due to the need to review and assign the initial/reauthorization indicator, and as needed, the correct reauthorization PA number.

The PA summary link previously existed only on the header page. It is now also made available on the detail page for DME and Pharmacy PAs.

The **Prior Authorization Search** page allows authorized users to search for records by PA demographics, business location, or user's individual queue.
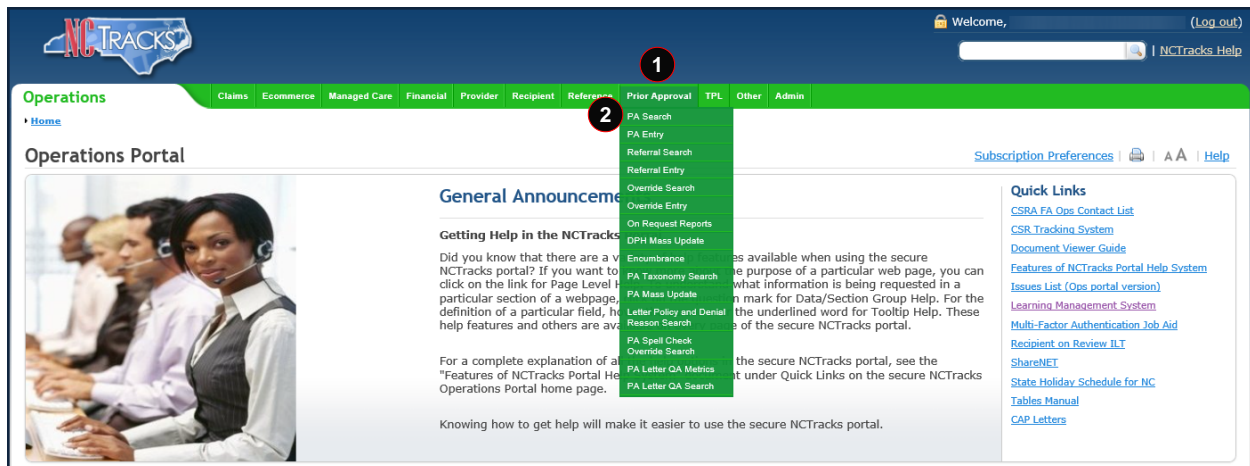
Step	Action
1	Hover over the **Prior Approval** tab.
2	Select **PA Search**.

PA Search Page

The **PA Search** page allows authorized users to search for any PA using the **PA Review** section, or to search for a specific PA using the **Search Criteria** section.

Step	Action
1	Enter data in one or more search criteria sections
2	Select the **Find** button.

Search Results

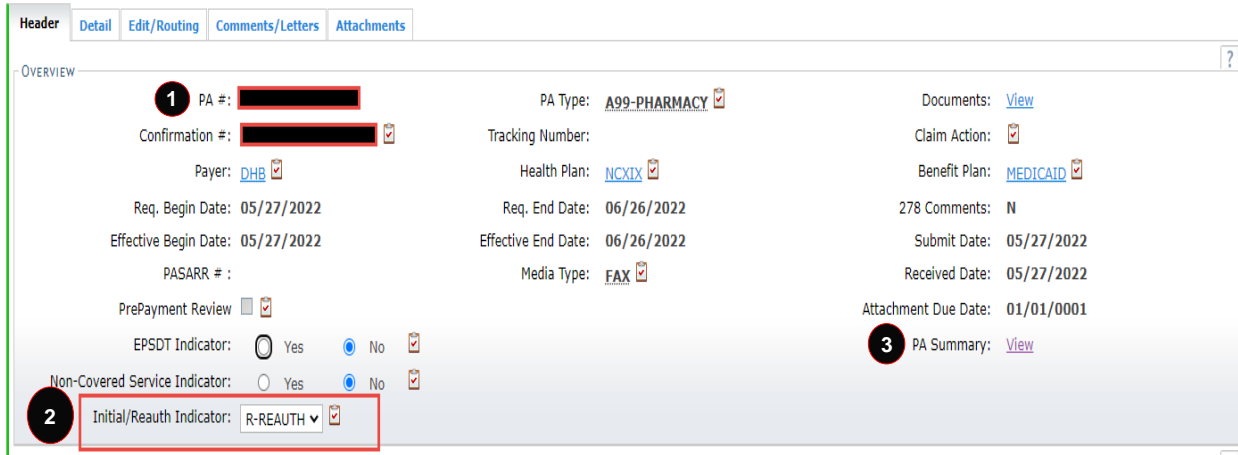All PAs that meet the search criteria are displayed in the **Search Results** section.

Step	Action
3	Select the **PA Number** link.

PA Detail Page – Header Tab

The **Header** tab breaks down the PA details into multiple sections. On this page, Audit icons (☑) may display, indicating that the authorized user has the ability to view changes made to a value as well as who made the changes and when they were made.

The **Overview** section displays information assigned to or associated with the PA, based on the information submitted during the entry process.

1. The PA number is displayed in the Overview section.

2. For A99 Pharmacy PAs, the Initial/Reauth Indicator in the Overview section will display as a drop-down field to indicate whether the request is for initial service or reauthorization of existing service.

3. Users can access the PA Summary page via a link on the Header page or on the Detail Page.

PA Detail Page – Detail Tab

Select the **Detail** tab to display the PA details. The information is displayed in the **PA Detail**, **Diagnosis Codes**, and **PA Edits** sections of the page.

Step	Action
1	Select the **Detail** tab.

For A99 Pharmacy PAs, a PA Summary link is available on the detail page as well. Each record in the **PA Summary** section is called a detail line and contains the specifics of a requested service.

Each detail line displays a summary of the requested services. The **Effective Begin Date**, **Effective End Date**, **Approved Units**, and **Approved Unit Type** fields are populated when the PA has a final status.

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Selecting a detail line will expand that PA. The **PA Detail** section displays the data requested at the time the PA was submitted, as well as information that is populated by NCTracks per existing records and business rules.

Step	Action
2	Select anywhere on the detail line.

When a PA is created, the Requested Drug Different From Assigned Drug indicator is set by NCTracks. If the assigned FDB drug value is not accurate for the requested drug, the user has the option to select **Yes** to the question and place in the Requested Drug Text field the requested drug information.

Open the PA Summary Page to review the other PAs. The Summary page now displays the requested drug information entered by the reviewer.

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PA Type: A99-PHARMACY

SUMMARY OF PHARMACY PAs

SUMMARY

PA Number	PA Status	Line	Requesting NPI	Effective Begin Date	Effective End Date	Units	Amount	Drug Name	Requested Drug Description
	D-DENIED	1	1639260243	04/22/2019	04/16/2020	0.000	$0.00	00071101341 - LYRICA 50 MG CAPSULE	DIGIGLUSIN 1 UNITS TABLET
	D-DENIED	1	1922173889	08/07/2019	08/01/2020	0.000	$0.00	C61-LIDODERM	
	S-SUSPENDED	1	1801054762	01/01/0001	01/01/0001	0.000	$0.00	00025138131 - DAYPRO 600 MG CAPLET	
	S-SUSPENDED	1	1801054762	01/01/0001	01/01/0001	0.000	$0.00		

Select the PA number from the drop-down in the Reauth PA Number field. Make any additional changes need for that detail line and select update. Additionally, select Initial/Reauth Indicator on the header page to define the I/R status and ensure the correct letter is added for an adverse decision.

| Header | **Detail** | Edit/Routing | Comments/Letters | Attachments |

PA DETAIL

Line	Effective Begin Date	Effective End Date	FDB Drug Code	Drug Code Type	Status	Status Date	User ID
1	mm/dd/yyyy	mm/dd/yyyy	26666	2-GCN	S-SUSPENDED	06/09/2022	ATROY671

Drug Type: **43-GENERAL**
Req. Begin Date: **06/09/2022**
Used Units: **0.000**
Used Amount: **0.00**
TCN :
Reauth PA Number:
PA Summary: View

History #:
Req. End Date: **07/09/2022**
Remaining Units: **0.000**
Max Reimb/Claim:
Last Claim Update: **01/01/0001**
MOS Reason: 01-NONE

* Requested Drug Different From Assigned Drug?:
○ Yes   ○ No

* Requested Drug Description: 99
Requested Drug Text:
250 characters remaining

Requested
* Units/30 days: 30.000
Strength:

* Length of Therapy: 1-30 DAYS

Total Units: 30.000
Amount: $ 0.00

Approved
Units/30 days: 0
Amount: $ 0.00

Length of Therapy:

Total Units: 0.000
Rate: $ 0.00

Current Status
Status: S-SUSPENDED   ☐ Approved as Requested
Reason :
Determining Clinician:

Date : 06/09/2022
User ID: ATROY671

In the **Current Status** section, select the appropriate status from the **Status** drop-down menu to identify the current status of the service listed on the detail line.

PA Adverse Decision Letters are generated for PA requests that have a status of D-DENIED, M-MODAPPROV, or R-REDUCTION. When the PA request has one of these statuses, the user must select the appropriate Reason.

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Step	Action
3	Select the appropriate Status from the **Status** drop-down menu. **Note**: A status of D-DENIED, M-MODAPPROV, or R-REDUCTION generates a PA Adverse Decision Letter.
4	Select the appropriate PA Status Reason Code from the **Reason** drop-down menu. Some of the PA Status Reason Codes that may populate for the user to select if the PA request is D-DENIED, M-MODAPPROV, or R-REDUCTION are: • **DD1 – PA ADD INF** – PA record is denied for lack of receipt of requested additional information. If the **DD1** Reason Code is assigned to a line, the **Additional Information** and **Policy** sections will display for the user to complete. • **DD2 – POLICY** – Service not supported by State policy. If the **DD2** Reason Code is assigned to a line, the **Policy** and **Denial Reason** sections will display for the user to complete. • **DD3 – LN ADD INF** – Individual service is denied for lack of information. If the **DD3** Reason Code is assigned to a line, the **Additional Information** and **Policy** sections will display for the user to complete. • **DD4 – NOT CVRD** – Service is not covered by the State Medicaid plan. If the **DD4** Reason Code is assigned to a line, the Service Code and Service Description are generated from the existing information on the PA record.

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Policy

(5) ✱ Policy Name: 99 ▾

Leading Text: Medical Health Plan policy rules found at [Policy Section] of [Policy Name] guided our decision.

(6) Policy Name Text: [   ]

250 characters remaining

(7) ✱ Policy Section Level 1: 99 ▾

Leading Text: Medical Health Plan policy rules found at [Policy Section] of [Policy Name] guided our decision.

(8) Policy Section Level 1
Text: [   ]

125 characters remaining

Policy Section Level 2: NONE ▾

Policy Section Level 2
Text:

Policy Section Level 3: NONE ▾

Policy Section Level 3
Text:

Policy Citation

(9) Available Options

Selected Options

99

(10) Add ›

Add All ›

‹ Remove

‹ Remove All

Leading Text: Here are the policy requirements your request did not meet:

(11) Policy Citation Text: [   ]

500 characters remaining

Denial Reason

(12) ✱ Denial Reason: 99 ▾

(13) Denial Reason Text: [   ]

1000 characters remaining

EPSDT Reason

☐ EPSDT 1 - Not covered by federal Medicaid program

☐ EPSDT 2 - Experimental or investigational treatment

☐ EPSDT 3 - Correct or ameliorate standard

?

STATUS HISTORY			
Status	Reason	Status Date	User ID
TOBEDENIED	☑	03/27/2020	ATROYTEST

Appeal Status

Status: [▾]   Date:

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Note: When the user is manually entering information in any text field on the PA, the system utilizes the spell check and grammar functionality. Grammar errors are identified with a green underline and spelling errors are identified with a red underline.

If the user hovers over the identified errors highlighted in green, the system displays suggested grammar corrections to select.

If the user hovers over the identified errors highlighted in red, the system displays suggested spelling corrections to select.

Additionally, the number of errors is populated in the bottom-right corner of the field. If no errors are identified, a check mark displays in the bottom-right corner of the field. All identified grammar errors in any field on the PA must be corrected in order for the PA to be saved.

When the user feels that a spelling error identified is not an error but accurate NCTracks PA text, the user can override the error by selecting the **Override Spell Check** checkbox on the page. Depending on the PA Type, when the user selects the **Update** or **Add** button, the user receives a validation message that spelling/grammar errors remain and the **Override Spell Check** checkbox displays.

Spelling error words overridden by State users will immediately be added to the tool's customized dictionary. When used again during PA adjudication, these words will not appear as errors and will not be available for lookup on the **PA Spell Check Override Search** page.

Step	Action
5	Select the appropriate Policy Name from the **Policy Name** drop-down menu (in this example, the Policy Name used is **99-Other**). **Note**: If **99-Other** is selected for the Policy Name, the system will display the Leading Text information and a Policy Name Text.
6	Enter the **Policy Name Text** information. **Note**: The **Policy Name Text** field is where the user must manually enter the policy information in the text field.
7	Select the appropriate option from the **Policy Section Level 1** drop-down menu. **Note**: If **99-Other** is entered for Policy Section 1, then no section level 2 or 3 can be entered by the user.
8	Enter the **Policy Section Level 1 Text** information. **Note**: This field populates when **99-Other** is selected from the **Policy Section Level 1** drop-down menu. From the **Policy Section Level 2** and **Policy Section Level 3** drop-down menus, the user is able to select the **None** option.
9	Select the appropriate option(s) from the **Available Options** list in the **Policy Citation** section.
10	Select the **Add** or **Add All** option to add the option(s) to the list in the **Selected Options** section.
11	Enter **Policy Citation Text** information. **Note**: If **99-Other** is selected for the Policy Citation ID, the **Policy Citation Text** field displays and the user is required to manually enter the appropriate text. If the selected Policy Name code is not **99-Other**, the system will display the description of each selected Policy Citation. Predefined and manually entered citation text cannot be combined to complete the policy and denial decision information for the DD2 reason.
12	Select the appropriate Denial Reason from the **Denial Reason** drop-down menu. **Note**: If the user selected the **99** value from the policy citation available options, then **99** is the only option for selection in the **Denial Reason** drop-down menu.

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Step	Action
13	Enter **Denial Reason Text** information. **Note**: If **99-Other** is selected for the Denial Reason, the system displays the **Denial Reason Text** field for the user to manually enter information.

Note: The **EPSDT Reason** section allows the user to enter the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) criteria specific to the decision. The information entered is used in the generation of the corresponding PA Adverse Decision Letter.

If the denial reason is DD2 or DD4 and the beneficiary is under age 21, the **EPSDT Reason** section populates for the user to complete. Select one or more checkboxes for EPSDT 1, EPSDT 2, or EPSDT 3. If EPSDT 2 or EPSDT 3 is selected, the user must enter text explaining why the EPSDT criterion was not met.

If the denial reason is DD4 and the beneficiary is 21 years or older, no additional sections populate and the user is not required to enter any new letter information on the line.

Update the PA

Once the **Update** button is selected, the user receives an NCTracks message that displays a preview of the Adverse Decision Letter being added for a PA request with the status of Denied, Modified Approved, or Reduction.

Note: If any spelling/grammar errors remain, the **Override Spell Check** checkbox displays.

Step	Action
14	Select the **Update** button.

Step	Action
15	Select the **OK** or **Cancel** button.
	If the user selects **OK**, the system closes the window and allows the user to continue the adjudication process. If the user selects **Cancel**, the system closes the window and keeps the user on the detail line to make corrections as needed. If corrections are made and the user selects **Update**, **Validate**, or **Save**, as required for the PA type, a new letter preview is generated.

Step	Action
16	Select the **Save** button.

When the **Save** button is selected, an NCTracks message displays, advising the user of the letter being added for adverse decision status and confirming if the user wants to continue.

If the user selects **OK**, the system generates the letter identified in the message and populates the Save Successful message. If the user selects **Cancel**, the system navigates the user back to the detail page to complete the processing prior to selecting the option to save the PA update.

NCTracks Success Message

When the PA data is accepted, the application navigates to the **PA Search** page. This page displays an "NCTracks Success" message with the PA number, the confirmation number, the status of the PA, and a note that the PA was saved successfully.